

IND-EXPO CERTIFICATION LIMITED
MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Corrective action

Date of completion:

REVISE THE RELEVANT QUALITY PLANS AND DETERMINE THE INPUTS REQUIRED AND OUTPUTS EXPECTED FROM THE PROCESSES AS REQUIRED BY THE STANDARD. DOCUMENT THE PROCESS INTERACTIONS.


.....
Auditee

29.09.2017
Date

Verification of corrective action

NC Closed/Open

SATISFIED


.....
Auditor

13-10-2017
Date

Effectiveness of corrective action

Satisfied


.....
Auditor

2019-01-24
Date

IND-EXPO CERTIFICATION LIMITED
MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Name of Organization: Lallans Sports Goods Manufacturers (Pvt) Ltd

NC No. : 01 of 05

Section : Management

Team Leader : Ms. Kumudunie Perera

Relevant Standard : ISO 9001:2015

Auditor : KUMUDUNIE PERERA.

Relevant Clause : 4.4

Date of audit : 2017-09-28

Relevant company document : QUALITY PLANS

Non-conformity detected

Category : Major/Minor

THE ORGANIZATION HAS NOT ADEQUATELY DETERMINED THE INPUTS REQUIRED AND OUTPUTS EXPECTED FROM THE PROCESS AND THE INTERACTION OF THE PROCESS.

Eg: CUSTOMER HANDLING PROCES & PRODUCTION PROCESS.

[Signature]
Auditor

[Signature]
Team Leader :

Correction:

DETERMINE THE INPUTS REQUIRED AND OUTPUTS EXPECTED FROM THE PROCESSES.

[Signature]
Auditee

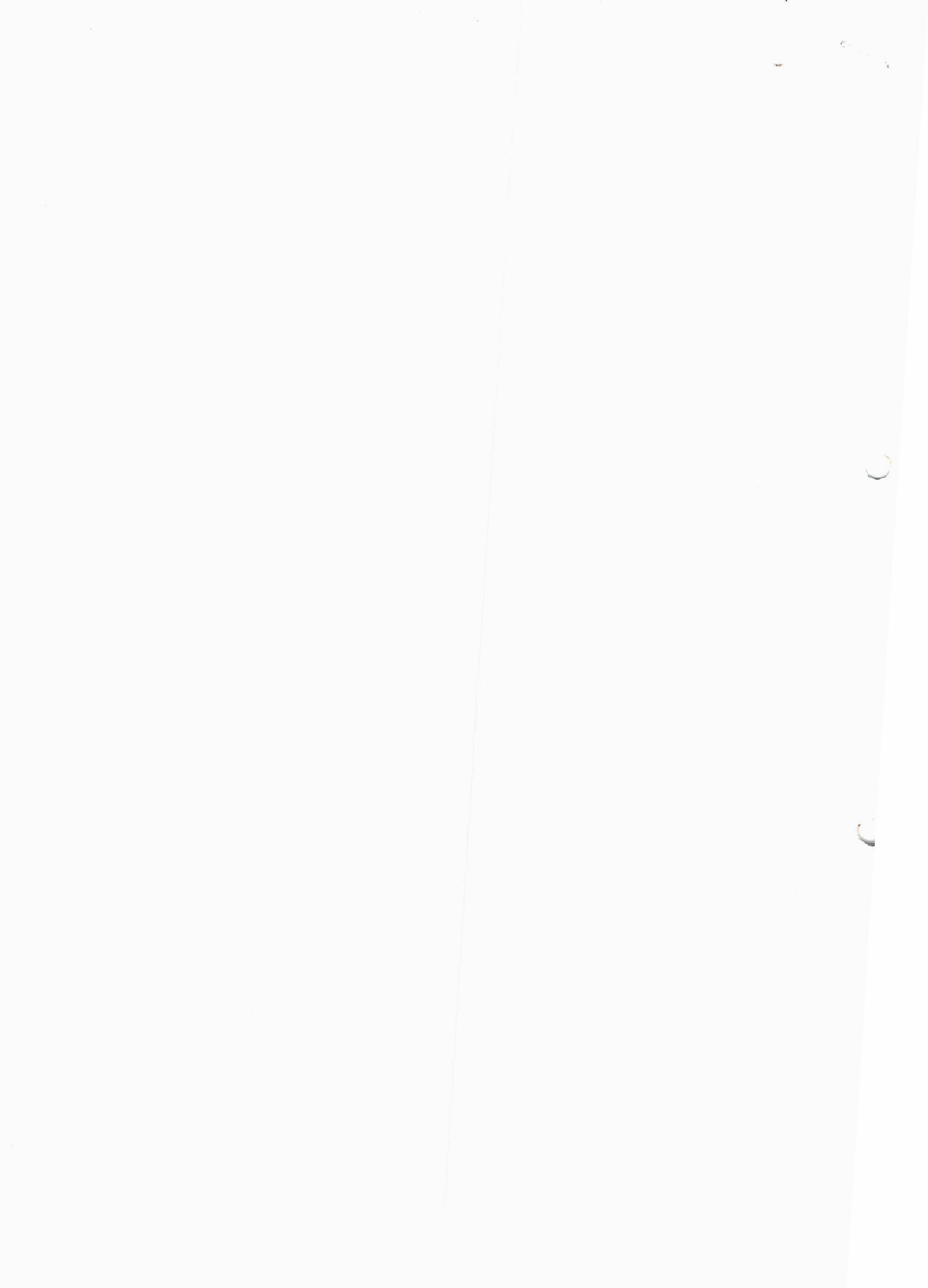
29.09.2017
Date


Root cause for Non-conformity

STANDARD REQUIREMENTS WERE NOT FOLLOWED.

[Signature]
Auditee

29.09.2017
Date




	ISO 9001:2015 QUALITY MANAGEMENT SYSTEM MANUAL	Date of Issue	01.11.2016
		Date of Revision	14.10.2017
	ANNEXURE VI - QUALITY PLAN	Revision No:	01
		Page No:	Page 1 of 2

Quality Plan – Production


No	Process Step	Person Responsible	Document	Control Parameters
	<u>Inputs</u> Customer Requirements/ Order Form, Production Manager, Team Leaders, welders, painters and other production staff, GI Pipe, paints, and other raw materials, machineries and other production equipment, investments for factory			
01	Receive Order	Production Manager	Goods Order Form	Approved by Managing Director or sales manager
	Check with stock	Production Manager	Available Item Stock	Check whether required quantity is available or not
	If not available required item & quantity			
02	Plan the production	Production Manager		Check with production schedule
03	Inform to production staff	Production Manager	Job Card LL/PRO/R-1	
05	Request relevant materials	Team Leader	Job Card LL/PRO/R-1	Quantity, Quality

Reviewed by:

Approved by:


C. M. Coode


NCR-01-(25) Enabity Plan - Prodncton

	ISO 9001:2015	Date of Issue	01.11.2016
	QUALITY MANAGEMENT SYSTEM MANUAL	Date of Revision	14.10.2017
		Revision No:	01
	ANNEXURE VI - QUALITY PLAN	Page No:	Page 2 of 2

Quality Plan – Production

No	Process Step	Person Responsible	Document	Control Parameters
06	Cutting, bending, welding and assembling	Team Leader	Job Card LL/PRO/R-1	As per the standard drawing Quality check by production manager
07	Grinding	Team Leader	Job Card LL/PRO/R-2	As per the standard drawing Quality check by production manager
	Painting	Team Leader	Job Card LL/PRO/R-3	As per the standard drawing Quality check by production manager
08	Finishing	Team Leader	Job Card LL/PRC/R-4	As per the standard drawing Quality check by production manager
	Delivery to customer	Driver	GRN	Customers signature Customer feed back
	<u>Outputs</u> Finished goods as customer requirements, Customer feedback			

Reviewed by:	C. M. Coote
Approved by:	


	ISO 9001:2015	Date of Issue	01.11.2016
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	MANUAL	Revision No:	01
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Quality Plan – Customer Handling Process

No	Process Step	Person Responsible	Document	Control Parameters
	<u>Inputs</u> Registration fee, Biding documents, Marketing Manager, Marketing Executive, Chairman, telephone, email, tendering procedure, Bid bond, Samples			
<u>1.0 Biding for Tenders</u>				
1.1	Registration as suppliers	Marketing Manager, Marketing Executive	Applicat on for Supplier Registration, Registration List	Get the relevant information from market, Refer paper advertisement daily, Update the Registration list annually, Chairman's approval for application.
1.2	Bid for tenders	Marketing Manager, Marketing Executive	Quotation	Chairman's or Marketing managers approval
1.3	Get the order	Marketing Manager, Marketing Executive	Customers Order	Relevant authorized person approval
	<u>Outputs</u> Sales Order, Customer , customer requirements,			
<u>2.0 Handling Non bid orders</u>				
	<u>Inputs</u> Marketing Manager, Marketing Executive, telephone, email, quotation,			
2.1	Communication with customer	Marketing Manager, Marketing Executive	Email Telephone	Get the relevant information from market, Refer paper advertisement daily,
2.2	Quote for customer	Marketing Manager, Marketing Executive	Quotation	Chairman's or Marketing managers approval
2.3	Get the order	Marketing Manager, Marketing Executive	Order Confirmation	Relevant authorized person approval
2.4	Inform to relevant sections	Marketing Manager, Marketing Executive	Goods Order Form	Chairman's or Marketing managers approval
	<u>Outputs</u> Sales Order, Customer , customer requirements,			

Reviewed by:	<i>C.M. Coor</i>	
Approved by:	<i>[Signature]</i>	

NCR 01 (3) Quality Plan - Customer Handling

	ISO 9001:2015		Date of Issue	01.11.2016
	QUALITY MANAGEMENT SYSTEM		Date of Revision	14.10.2017
	MANUAL		Revision No:	01
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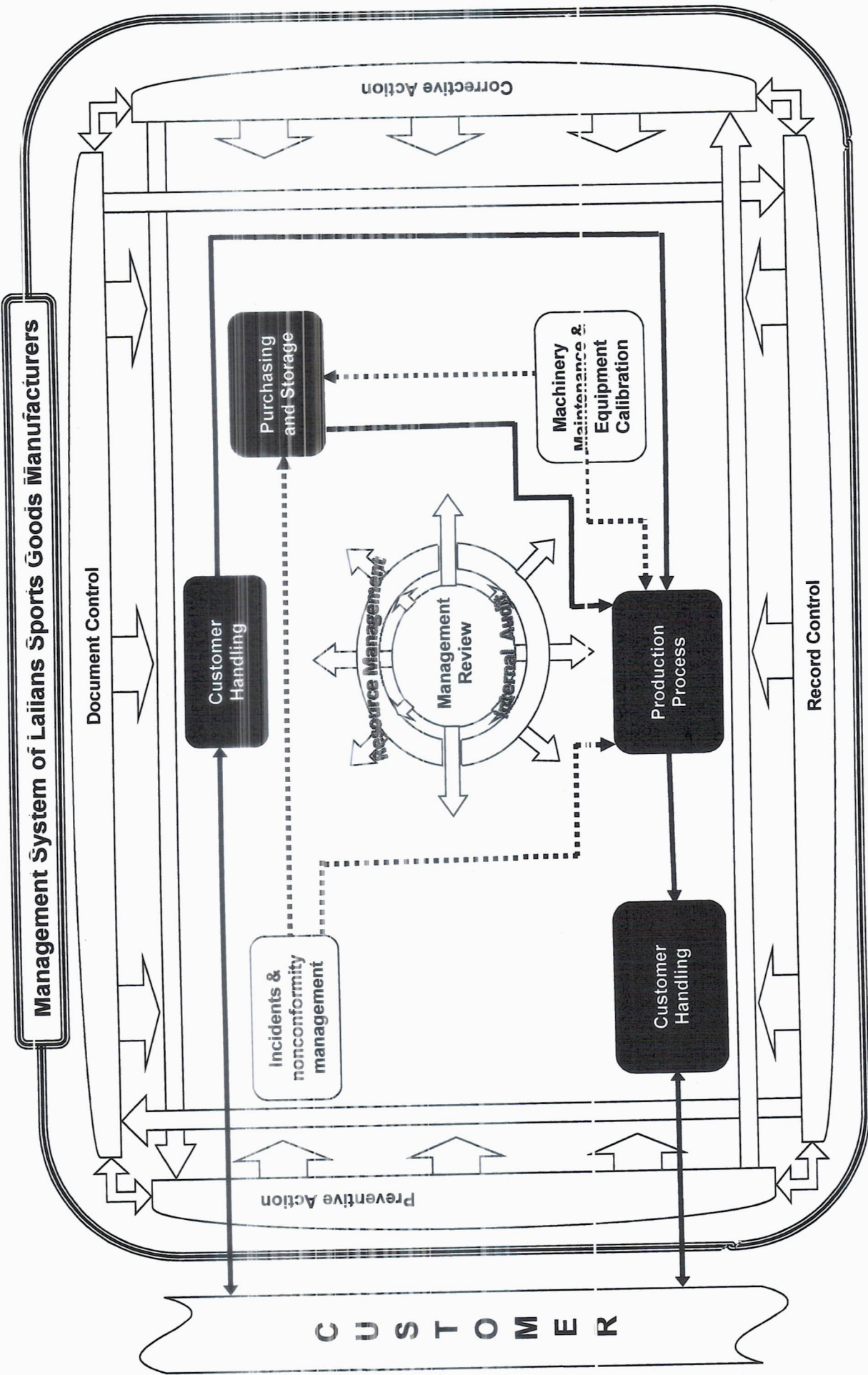
Quality Plan – Customer Handling Process

No	Process Step	Person Responsible	Document	Control Parameters
3.0 Goods Handling over to customer				
<u>Inputs</u> Marketing Manager, Marketing Executive, driver, labour, telephone, email, Order Form, Vehicle and required installation materials.				
3.1	Communication with production department	Marketing Manager, Marketing Executive	Email Telephone	Confirm the completion of orders as scheduled date.
3.2	Communication with customer	Marketing Manager, Marketing Executive	Email Telephone	Confirm the fixing/handing over of goods to customer
3.3	Handing over of goods	Manager, Marketing Manager, Marketing Executive	Goods Receiving Note, Customer Survey	Get the signature for receiving of goods.
<u>Out Puts</u> Finished products as required by the customer, customer feedback.				

Reviewed by:	C. M. C. S. D.
Approved by:	

NCR-01-(555) Process Interactions.

INTERACTION OF LALLANS SPORTS GOODS MANUFACTURERS (PVT) LTD PROCESSES



- Key Process

- Support Process

Issue Date:	14.10.2017	Revision No:	00	Revision Date:	00.00.0000
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